



STATE OF ARIZONA

Joint Legislative Budget Committee

STATE
SENATE

1716 WEST ADAMS
PHOENIX, ARIZONA 85007

HOUSE OF
REPRESENTATIVES

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MICHELLE UGENTI-RITA

MINUTES OF THE MEETING

JOINT LEGISLATIVE BUDGET COMMITTEE

April 12, 2016

The Chairman called the meeting to order at 8:59 a.m., Tuesday, April 12, 2016, in Senate Appropriations Room 109. The following were present:

Members:	Senator Shooter, Chairman Senator Cajero Bedford Senator Farley Senator Griffin Senator Hobbs Senator Kavanagh Senator Lesko Senator Yarbrough	Representative Olson, Vice-Chairman Representative Alston Representative Leach Representative Mach Representative Mitchell
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Absent:	Representative Bowers Representative Montenegro Representative Ugenti-Rita
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DEPARTMENT OF CHILD SAFETY - Review of FY 2016 Third Quarter Benchmarks.

Mr. Ben Beutler, JLBC Staff, stated that the Committee is required to review a report of quarterly benchmarks for assessing progress in increasing the department's number of FTE Positions and in reducing the number of backlog cases. The JLBC Staff presented options to the Committee.

Mr. Greg McKay, Director, DCS, responded to member questions and circulated documents. *(Attachment 1)*

Mr. Michael Dellner, Deputy Director, Business Operations, DCS, responded to member questions.

Representative Olson moved that the Committee give a favorable review of the report of third quarter benchmark as outlined in the department's submission. The motion carried.

(Continued)

NORTHERN ARIZONA UNIVERSITY (NAU) - Review of Expenditure and Performance Report of Nonprofit Biotechnology Research Appropriation.

Mr. Matt Beienburg, JLBC Staff, stated that the Committee is required to review the expenditure and performance report resulting from an annual appropriation of \$3,000,000 to NAU from FY 2015 through FY 2019 for distribution to a nonprofit biomedical research entity. The JLBC Staff presented options to the Committee.

Ms. Cassandra Lucas, Vice President, Research Administration and Operations Management, TGen, responded to member questions.

Representative Olson moved that the Committee give a favorable review to the report. The motion carried.

ATTORNEY GENERAL (AG) - Review of Allocation of Settlement Monies - Standard & Poor's Settlement.

Mr. Eric Billings, JLBC Staff, stated that the Committee is required to review the AG's expenditure plan of legal settlement monies deposited into the Consumer Remediation Subaccount of the Consumer Restitution and Remediation (CRR) Revolving Fund prior to spending those monies. The JLBC Staff presented options to the Committee.

Mr. Paul Watkins, Division Chief, Civil Litigation Division, AG, responded to member questions.

Senator Kavanagh moved that the Committee give a favorable review of the AG's \$3,500,000 allocation from a legal settlement with the McGraw Hill Financial, Inc. and Standard & Poor's Financial Services, LLC. The AG proposes to expend \$3,000,000 on homeless assistance programs and \$500,000 for the implementation of a consumer fraud education program. The favorable review includes the following provisions:

- A. *Committee review does not constitute an agreement to fund these projects once these one-time monies are depleted.*
- B. *Prior to expending the monies designated for homeless assistance, the AG is to report to the Committee on how it plans to allocate the funding and how its homeless program interacts with the homeless assistance efforts of the Department of Economic Security and the Arizona Department of Housing.*

The motion carried.

Without objection, the meeting adjourned at 10:25 a.m.

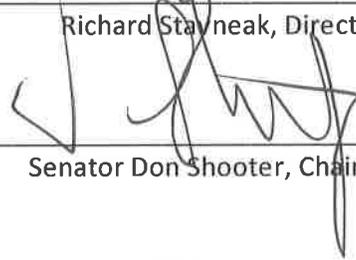
Respectfully submitted:



Kristy Paddack, Secretary



Richard Stayneak, Director



Senator Don Shooter, Chairman

NOTE: A full audio recording of this meeting is available at the JLBC Staff Office, 1716 W. Adams. A full video recording of this meeting is available at <http://www.azleg.gov/jlbc/meeting.htm>

Overdue Investigation Triage Standard Work

Revised 1.28.2016



Overdue Investigations Triage Standard Work

Assumptions

- All reasonable efforts are made to respond to all new reports within required timeframes, assess child safety, and complete investigations within 60 days from report receipt in the field unit.
- New reports are completed and closed within 60 days, such that the total number of reports open more than 60 days does not increase.
- Each unit, section, and region shall strive to complete investigations at a rate of 120% of the assigned reports in a given period (monthly/weekly).
- After completing reports received in the past 60 days, additional reports to achieve the rate of 120% shall be prioritized according to the instruction provided in this document, using the Report Triage for Investigations data dashboard to identify the prioritized reports.

Documenting Safety

- Document the narrative present danger safety assessment in Section III, A. of the CSRA within no more than two work day of interviewing or observing an alleged child victim; and check the Safe or Unsafe radial button to indicate the present danger decision within no more than two work days of interviewing or observing *all* alleged child victims in the report (Administrative Directive dated 10/23/2015).
- Case reviewers (supervisors, employees receiving OT or stipend to review cases, outside resources assisting with case review) shall document the present danger safety decision and supporting narrative documentation when there is information (such as child interview notes in the CSRA) that all child victims have been seen after the most recent report attached to the CSRA.
- As Child Safety Specialists are taken off of new report assignment rotations, the Specialists will document the present danger safety assessment and supporting narrative documentation for all assigned reports where initial contact has been made with all child victims.



Overdue Investigations Triage Standard Work

Triage Data Reviews

- Reports > 60 days old
 - (Reports <60 days old should be addressed through regular daily activities)
- It is the intent to address reports/cases based on vulnerability and higher risk based on receipt date of report
- Age of Youngest Child Victim
 - Open Reports/Cases shall be prioritized by age group
 - 0-5 years old
 - 6-11 years old
 - 12-18 years old
 - 18+ year old
- Substance abused and/or substance abused new born
- Age of Report
 - Given that more recent reports/cases present greater risk of current potential of continuing abuse and neglect. Reports should be prioritized by newest to oldest by # of months old
 - 2-6 months old
 - 6-12 months old
 - 12-18 months old
 - 18+ months old
- Physical/Mental Capacity
 - If CHILDS and/or case records indicate that the child victim is vulnerable due to diminished physical and/or mental capacity then the report should be treated as high priority similar to a child victim under the age of 6 and report that is 2-6 months old



Weekly Deliverables

- Monday
 - Central Office – Provide analysis and communication of vulnerable population triage
 - Regions – Conduct APM follow up meetings
 - Supervisors –
 - Conduct local triage for weekly follow up with staff
 - Conduct Triage to determine which reports received in the last 60 days have not had present danger safety assessment documented. Take action as required
- Tuesday
 - PM – Report assigned/close performance for previous week and triage statistics for region
 - Field Ops management– Conduct weekly follow up call
- Thursday
 - Central Office – Conduct follow up with additional resource teams assigned to specific offices to verify progress and address any barriers
 - Regions – Conduct any additional APM follow up that may be required
- Friday
 - Central Office –
 - Provide update on external resource engagement including additional support
 - Send Focus Area Triage data for the following week
 - Regions – Provide update on Vulnerable Population Triage sent on Monday.



Example of Triage Priority

Total Open Reprts	# of reports without Safety Decision
1652	435

Overdue Reports →

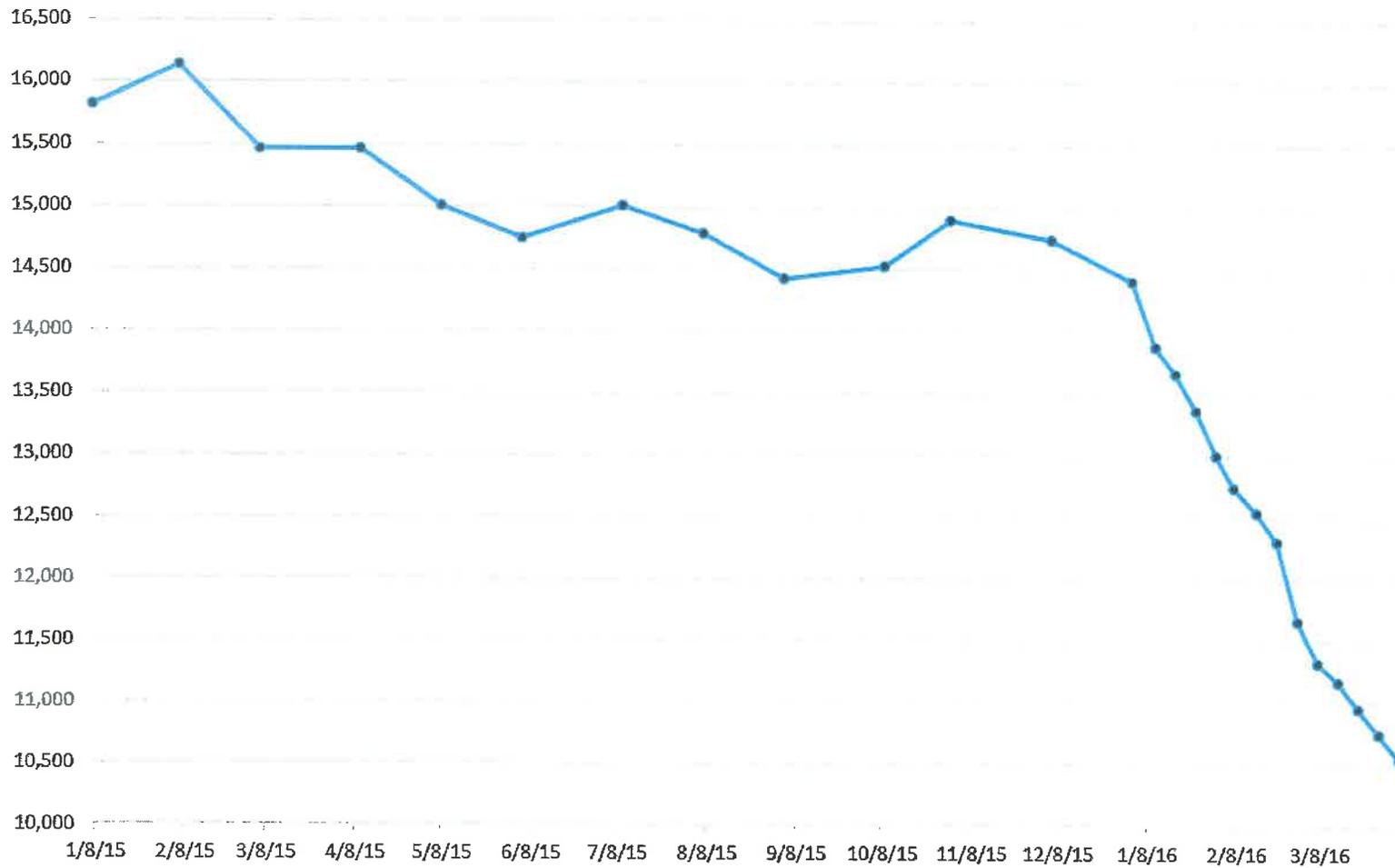
		Report Age (Month's since report opened)					Totals
		1	2	3	4	5	
Age of Child Victim	Age	2-6 months	6-12 months	12-18 months	18-24 months	24+	
	1 0-5	75	174	89	51	48	437
	2 6-11	52	136	67	46	74	375
	3 12-18	53	177	61	55	81	427
4 18+	3	13	14	6	23	59	
						1298	

- Work Left to Right – Top to Bottom
 - Must close incoming <60 days to prevent growth
 - Triage must be done @ region, section, unit, and specialist levels
 - Targeted team should focus @ section/unit level
- If subsequent reports exist for child/family, all reports should be investigated simultaneously



Inactive Cases

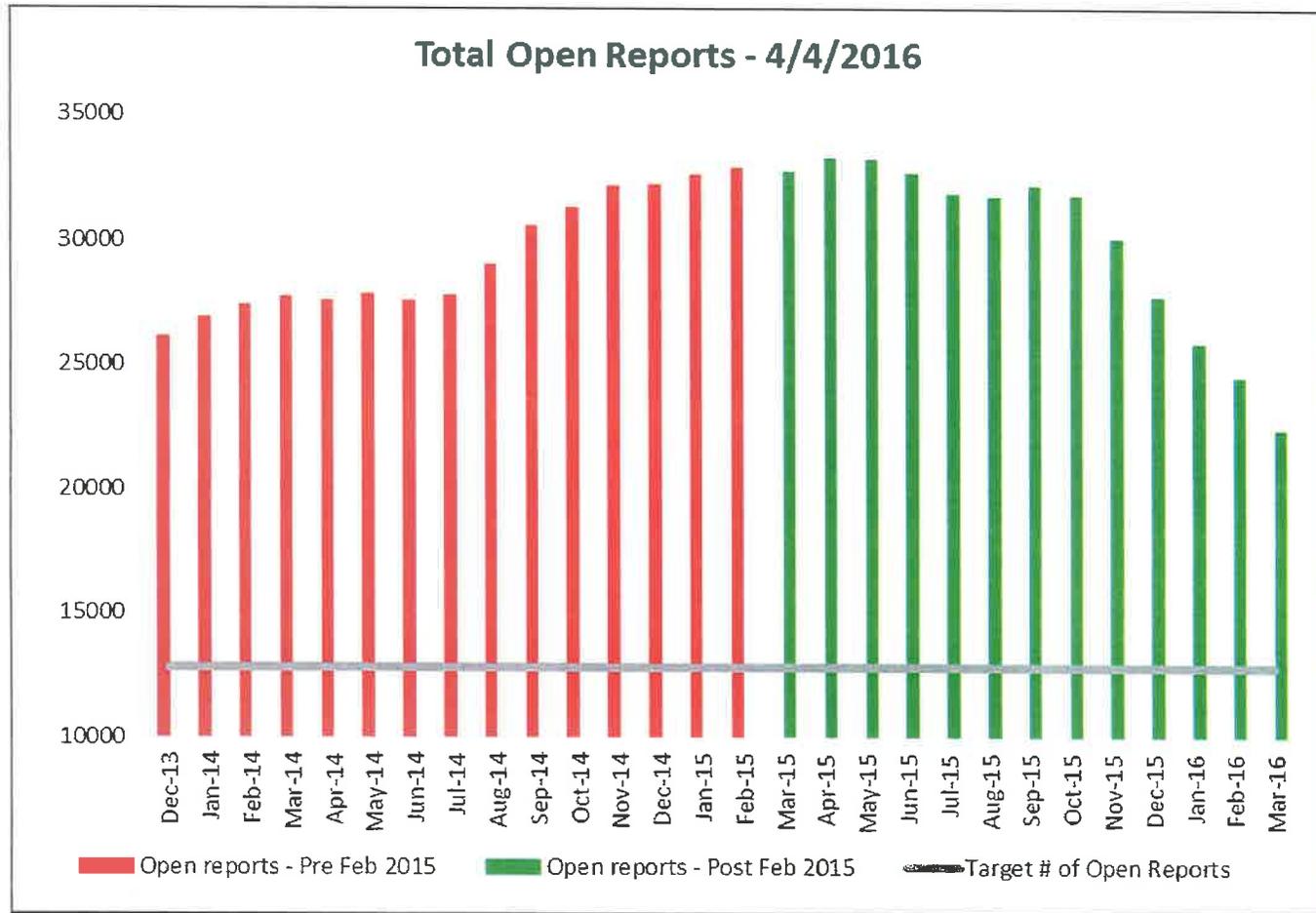
Total Inactive Cases, 4-5-16



Data Source: Weekly DCS Inactives Report



Backlog Progress



Status	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	
Open reports - Pre Feb 2015	26110	26898	27423	27713	27555	27865	27566	27805	28992	30551	31254	32164	32194	32586	32889														
Open reports - Post Feb 2015																32721	33245	33186	32663	31805	31731	32155	31787	30035	27763	25842	24452	22376	
Interim Goals																							32000	32000	31000	30000	25000	23750	

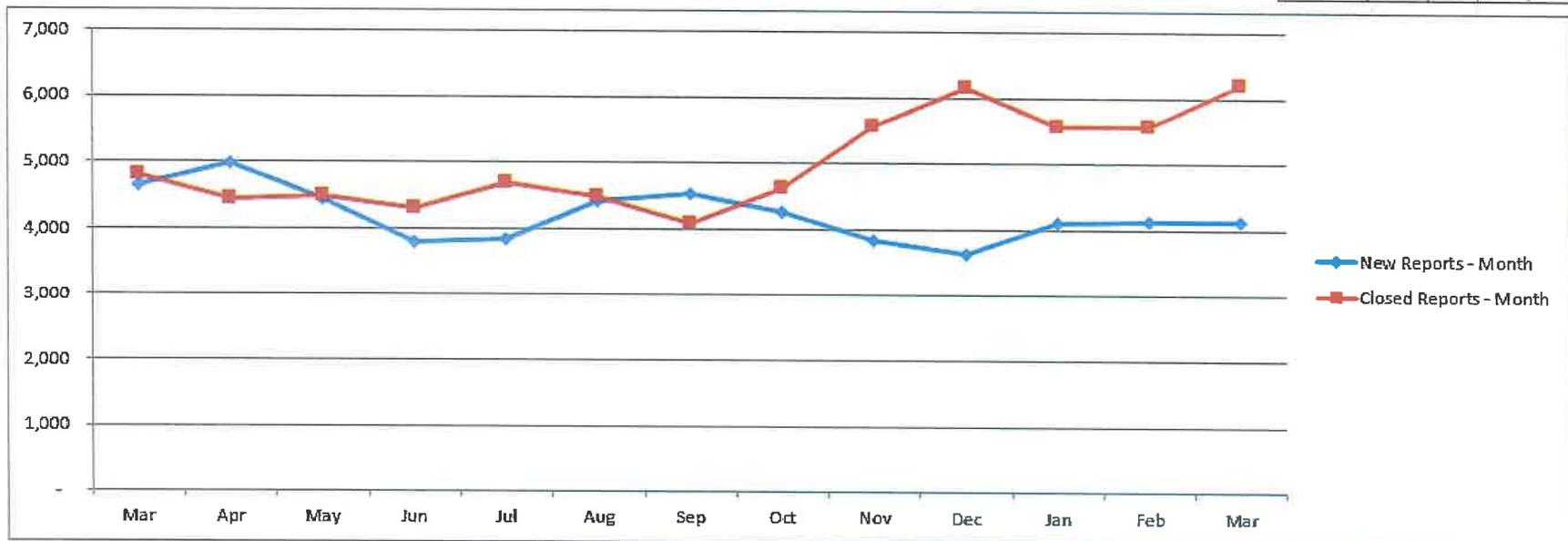


Completed Reports vs. Assigned New Reports

**Closed Reports for the Month
versus
Assigned New Reports for the Month
State of Arizona**

Arizona

Reports Received	63,600
Reports Closed	73,290
Net Data	(9,690)
Current Open Reports	22,376



State of Arizona	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
New Reports - Month	4,647	4,985	4,442	3,799	3,847	4,423	4,528	4,267	3,850	3,649	4,119	4,136	4,127	191
Closed Reports - Month	4,817	4,453	4,499	4,315	4,700	4,492	4,089	4,619	5,562	6,159	5,577	5,568	6,209	345

NOTE: Investigations may contain one or more reports. Current open reports is through 4.4.16.
Data Source: Weekly Completed/Assigned Report

